

113. (New) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises updating a customer file.

114. (New) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises maintaining a history of recorded scripts played.

115. (New) The computer readable medium of claim 107, wherein executing an interaction protocol further comprises deciding on intervention.

116. (New) The computer readable medium of claim 115, wherein deciding on intervention further comprises selecting between options including at least a live-voice response and a recorded response.

#### Remarks

The Office Action mailed December 15, 2005 has been received and reviewed. Claims 1-95 are in the case. Of these claims, claims 39-75 have been withdrawn by prior election. Claims 7, 19, 22-38, 94-95 have been cancelled. Claims 1, 76, and 84 have been amended in response to the interview held with the examiner. New claims 96-116 have been added in response to suggestions by the examiner and do not contain new matter. The amendment and new claims 96-116 are supported by the specification. The new claims are supported on pages 18-21 and in Figure 5. The amendments are supported on pages 16-21 and in Figures 4-6. Accordingly, Applicant respectfully submits that claims 1-6, 8-18, 20-21, 76 -93, and 96-116 are in condition for allowance.

Should the Examiner have any additional questions that could be clarified by an telephone interview, Applicant invites the Examiner to initiate the same with the undersigned.

DATED this 20th day of January, 2006,

Respectfully submitted,



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